due to Optical Fiber Cable (OFC) cut off at many locations, having washed away.

(b) and (c) Sir, the telephone exchange is of 1000 lines capacity with 460 working connections. There is no waiting list at present in the town. The fault rate and fault clearance of the exchange is within reasonable limits. Regarding disruption in telephone services, the telephone exchange was disrupted on three occasions during the last six months due to failure of Engine Alternators, which were attended promptly. The average power availability in town is only for 3 to 4 Hrs. per day, sometimes the power is off for longer durations. Due to poor availability of main power supply, the telephone exchange performance is affected.

**Training to BSNL employees**

2555. SHRI S.M. LALJAN BASHA: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether it is a fact that BSNL has not been able to improve its repair services in the rural areas of Andhra Pradesh;

(b) whether it is also a fact that BSNL has not been able to motivate its employees to give proper response to 197 enquiries and complaints on repairs etc.;

(c) the steps BSNL would take in Andhra Pradesh to motivate its employees to give better service and offer competition to the private telecom operators;

(d) whether any compulsory short-training session are planned for BSNL employees in Andhra Pradesh; and

(e) the details of steps planned by BSNL in this regard?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) No, Sir.

(b) No, Sir.

(c) In BSNL there are career promotional schemes for different cadres of staff. In addition, annual awards in various staff categories are given at different levels i.e. SSA (Secondary Switching Area), Circle and National levels.

(d) Yes, Sir.

(e) A "behavioural and Attitudinal" training is imparted to BSNL employees for providing better service and better customer satisfaction. Also, training is given to employees working in customer service centres on billing, commercial and regulation aspects.

**Revival of Speed Post Service**

2556. SHRI S.M. LALJAN BASHA: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether Government have decided to scrap the Speed Post Service;

(b) if so, the details of the proposal to scrap this service;

(c) whether it is a fact that vast losses have been incurred by Government in continuing this service;

(d) the cause for the failure of Speed Post Service;

(e) whether any steps are proposed to review the functioning of this service and revive it; and

(f) the steps proposed in this regard?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) No, Sir.

(b) Does not arise in view of (a) above.

(c) The cost for handling per Speed Post article is more than the revenue earned per article. The traffic and revenue of Speed Post, however, has shown a steady growth over the year.

| Year | Traffic (In lakhs) | Revenue (Rs. in Crores) |
|---|---|---|
| 2000-01 | 377.77 | 151.4 |
| 2001-02 | 527.97 | 196.53 |
| 2002-03 | 634.07 | 243.01 |
| 2003-04 | 826.00 | 298.35 |
| 2004-05 | 959.78 | 354.16 |